



**North Carolina Department of Health and Human Services**  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services  
3001 Mail Service Center • Raleigh, North Carolina 27699-3001  
Tel 919-733-7011 • Fax 919-733-1221

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Richard J. Visingardi, Ph.D., Director

**Memorandum**

TO: Area Program Directors  
CAP-MR/DD Providers  
Direct Enrolled Residential Providers

FROM: Richard J. Visingardi, Ph.D.

RE: Revised Service Records Manual

DATE: July 14, 2003

Please find attached the revised Service Records Manual. The Service Records Manual applies to all area programs/LME's, contract agencies of area programs/LME's, CAP-MR/DD providers, and direct enrolled residential providers. All revisions included in this manual have been approved by both DMA and the Division of MH/DD/SAS. The manual will become effective **September 1, 2003.**

Please be aware that this manual represents the first in a series of revisions that will be made to the Service Records Manual. These revisions reflects the beginning process of 1) reducing documentation requirements that has not demonstrated meaningful purpose in the delivery of service; 2) collapsing documentation requirements of funding sources (i.e. Medicaid, state plan, state funds, and CAP); and 3) recognizing the advancement of technology by allowing electronic signatures.

As stated in State Plan 2003: Blueprint for Change, this fiscal year will be a year of transition. Chapter 6 in the plan outlines the many tasks that must be completed. Documentation requirements are one of the elements that will be a part of the operations referenced. However, since this manual does eliminate some existing requirements it was determined to move forward with implementation as the initial transition step.



Also attached is a document which reflects the major revisions contained in the Service Records Manual. No training is planned for this revision of the Service Records Manual due to the nature of the revisions; however, the attached document will assist you with identifying and implementing the revisions.

This manual will be posted on the Division's web ([www.dhhs.state.nc.us/mhddsas](http://www.dhhs.state.nc.us/mhddsas)).

If you should have any questions, please feel free to contact the Regulatory Team at (919) 420-7934.

Cc: Carmen Hooker Odom  
Lanier Cansler  
Jim Bernstein  
Carol Duncan Clayton  
Robin Huffman  
Fred Waddle  
Patrice Roesler  
Carol Robertson  
Executive Leadership Team